



Tehama County Department of Social Services

P O Box 1515 • 22840 Antelope Boulevard • Red Bluff, CA 96080

Del R. Skillman, Director

AFDC/FS/MC
(916) 527-1911

FAX
(916) 527-5410

ADULT SERVICES/GAIN
(916) 527-5476

CHILD PROTECTIVE SERVICES
(916) 527-9416

January 27, 1998

Curtis Howard
Welfare to Work Division
California Department of Social Services
744 P Street, MS 9-701
Sacramento, CA 95814

Dear Mr. Howard:

The Tehama County Department of Social Services established a formal grievance procedure under the old GAIN. The department will continue to use this grievance procedure under the new CalWORKs program.

If you have any questions or need additional information, please call Teresa Curiel, Staff Services Analyst at (530) 528-4084.

Sincerely,

A handwritten signature in cursive script, appearing to read "Del R. Skillman".

Del R. Skillman
Director

Tehama

FORMAL GRIEVANCE PROCEDURES

Formal grievance procedures shall be used only after the informal and formal conciliation processes described in EAS Manual Sections 42-781.1 through 42-781.5 have failed. Approval of the initial GAIN County Plan by the Tehama County Board of Supervisors shall also constitute establishment of the formal grievance procedures.

These procedures shall remain in effect until such time as they are amended by action of the Board of Supervisors. Minor changes in the procedures (e.g. changes in manual section numbers and minor wording changes in EAS regulations) shall be self-implementing, and shall not require approval of the Board of Supervisors.

The following procedures are either adapted from or direct quotations from EAS Manual Sections 42-720, 42-781, and 42-787. Cause determination, informal and formal conciliation, and state hearings shall also be covered in the procedures, as it is the County Welfare Department's intent to use these procedures as guidelines for GAIN staff to follow in resolving problems.

CAUSE DETERMINATION AND INFORMAL CONCILIATION
(EAS Manual Sections 42-781 to 42-781.6)

Before money management (EAS Section 42-785) or sanctions (EAS Section 42-786) are applied, the County Welfare Department (CWD) shall determine if there is good cause and attempt to resolve the problems when an individual who is required to enter into a participant contract or who volunteers to participate in the program fails or refuses to meet any of the following program requirements: enter into the contract; participate in a program component that was agreed to in the contract; accept a job offer or a job referral.

The CWD shall give the individual an opportunity to explain why he/she refused or failed to meet the program requirements. The CWD shall send the individual an appointment notice to meet and discuss the action. The interview and determination of cause shall occur within ten working days of the discovery of the refusal or failure.

The appointment notice shall include the following information:

- a. A statement that the appointment is to determine if the individual had good cause for not meeting the program requirements.
- b. A description of the program requirement that the individual failed or refused to meet.
- c. A statement that the individual has the right to provide an explanation of the refusal or the failure to meet program requirements.
- d. The consequence of failing to keep the appointment.
- e. A listing of what may constitute good cause for failing or refusing to meet program requirements (EAS Manual Sections 42-782, 42-783, and 42-784).

- f. A statement that the individual has a right to a formal conciliation period that shall not exceed 30 days if the CWD finds that the failure or refusal to meet program requirements was without good cause and informal steps to resolve the noncompliance are unsuccessful.
- g. A proposed conciliation plan which outlines the terms under which the individual may resume program participation and bring the conciliation process to an end.
- h. The individual's right to offer a counter-proposal towards conciliatory resolution.
- i. The names and addresses of legal services and welfare rights offices serving people in Tehama County, which can assist with the conciliation.
- j. The consequences of a failure to resolve the dispute during the formal conciliation process.

At the time of the interview the CWD shall review with the individual his/her rights, duties and responsibilities as described in EAS Manual Section 42-760.4.

If the individual contacts the worker prior to the scheduled interview to request rescheduling, the interview shall be rescheduled. The number of reschedulings shall not exceed two. The CWD shall be permitted to conduct telephone interviews to accomplish the cause determinations. If the individual does not keep the appointment for the determination and has not contacted the CWD, a cause determination shall be made from available information.

If the CWD determines, based on the criteria specified in EAS Manual Section 42-782, that good cause existed for the failure or refusal to meet the program requirements, the county shall, as necessary:

- a. Determine if the problem causing noncompliance has been resolved and the individual can immediately resume participation without further action.
- b. Identify and arrange for additional supportive services that will allow for participation in a program component.
- c. Determine with the individual whether participation in another component would be appropriate.
- d. Determine if temporary deferral is appropriate.
- e. Amend the participant contract as appropriate.

If the CWD determines that no good cause existed for the failure or refusal to meet program requirements, the CWD shall conduct informal conciliation. Informal conciliation shall consist of offering the individual an opportunity for an interview with the supervisor of the CWD staff person who made the cause determination, or with another individual designated by the supervisor of the GAIN program. The CWD shall be permitted to involve other parties relevant to the individual's noncompliance, such as the individual's trainer or supervisor. The purpose of the interview is to redetermine whether good cause exists for the failure or refusal to meet requirements and to attempt to resolve the conflict so that the individual will meet the requirements. The interview shall be conducted either in person or by telephone.

The CWD shall make all reasonable efforts to conduct informal conciliation within five working days of the initial cause determination.

The informal conciliation period shall not exceed ten working days from the initial cause determination. If the informal conciliation process is unsuccessful in achieving compliance, the CWD shall begin formal conciliation.

FORMAL CONCILIATION
(EAS Manual Sections 42-781.61 to 42-781.92)

The formal conciliation process shall begin immediately following the unsuccessful informal conciliation process, if possible, but no later than ten working days following the initial cause determination. The CWD shall use its proposed conciliation plan and/or the individual's counter-proposal to encourage compliance with GAIN requirements and resolve the problems which had resulted in noncompliance.

The formal conciliation period shall not exceed 30 calendar days. The individual shall be permitted, upon written request, to terminate the formal conciliation process sooner than 30 days when he/she believes that conciliation will not resolve the dispute. The CWD shall be permitted to terminate the formal conciliation plan sooner than 30 days if the individual refuses to meet the conditions of the conciliation plan.

The CWD shall notify the individual in writing of his/her successful completion of the conciliation plan. If the formal conciliation process is unsuccessful in resolving the conflict, the following shall occur:

- a. If this was the first instance of noncompliance without good cause, the CWD shall follow the procedures in EAS Manual Section 42-785 for Money Management.
- b. If this was a second or subsequent instance of noncompliance, the CWD shall follow the procedures in EAS Manual Section 42-786 for financial sanctions.

(The procedures described above for cause determination and formal conciliation are the same procedures used when a participant files a formal grievance based on Section 5302 of the Unemployment Insurance Code.)

STATE HEARING (EAS Manual Section 42-787.1)

If a participant believes that any program requirement or assignment is in violation of the contract or is inconsistent with the program, the CWD shall inform him/her of the right to request a state hearing, or to file a formal grievance based on procedures established by the Tehama County Board of Supervisors (the formal grievance procedure is described in the following section). The CWD shall inform the individual of his/her right to file an appeal through the state hearing process as an alternative to the formal grievance procedure.

Procedures for state hearings are specified in MPP Division 22. Aid will be continued if the individual appeals through the state hearing process within the period of timely notification, and no sanction shall be imposed until the hearing decision is reached.

FORMAL GRIEVANCE PROCEDURE

(Established by the Tehama County Board of Supervisors in
accordance with EAS Manual Sections 42-720.34,
42-787.4, and 42-787.5 and .6)

A formal grievance may be filed by a GAIN participant mailing a request to the Tehama County Department of Social Welfare, GAIN Office, P O Box 1515, Red Bluff, CA 96080; or by the participant personally delivering a request to the receptionist at the GAIN Office. Upon receipt of the request for a formal grievance, a prompt hearing date shall be set and the GAIN participant shall be notified by mail at least five days prior to the hearing.

The CWD director shall appoint an independent, impartial hearing officer who shall be familiar with AFDC and GAIN regulations, but who shall not have any direct involvement with the case of the participant who files the grievance. The participant shall have the following rights:

- a. The right to present evidence and question witnesses.
- b. The right to a written statement from the county in advance of the hearing setting forth the facts and basis of the county's position. If this statement is not received by the participant at least 24 hours prior to the hearing, the participant may request a new hearing date.
- c. The right to a written decision making findings of facts and conclusions of law and informing the participant of his/her right to appeal the decision through the state hearing procedure.

- d. The right to be represented by an attorney or other representative. The participant may obtain free legal assistance through the appropriate welfare rights or legal services offices, or may retain an attorney at his/her own expense if he/she chooses to have an attorney present.
- e. The right to have access to all relevant documents and information in advance of the hearing.
- f. The right to a tape recorded verbatim record of the hearing.

The sole issue for resolution through a formal grievance shall be whether a program requirement or assignment is in violation of the contract or inconsistent with the program. The participant shall not be permitted to use the formal grievance procedure to appeal the outcome of a state hearing, the requirement to sign a basic contract, or the results of an assessment made in accordance with EAS Manual Section 42-773. Nothing in this paragraph shall be construed to exclude registrants who fail to sign a basic contract from the formal conciliation process specified above.

The individual may be subject to sanctions pending the outcome of the formal grievance procedure or any subsequent appeal only if he/she fails to participate during the period the grievance procedure is being processed. If the individual continues to participate in the program during the formal grievance process and wants to grieve a program requirement which he/she believes is inconsistent with the program or is in violation of the contract, aid will be continued and the participant shall not be subject to sanctions until a decision is reached.

If an individual has already unsuccessfully completed the formal conciliation procedure specified above due to nonparticipation and the individual wants to grieve a program requirement or assignment at this time, only this formal grievance procedure established by the Tehama County Board of Supervisors and/or the state hearing process will be available. Aid will be continued only if the individual begins to participate in the program prior to the commencement of sanctions and continues to participate for the duration of the grievance process.

If an individual files a grievance after the sanction commences, the sanction will not be suspended.

COUNTY OF TEHAMA

Cal WORKs Plan

Date Submitted:

January 9, 1998

Prepared by:

Teresa Curiel, Staff Services Analyst
Tehama County Board of Supervisors

P.O. Box 1515
Red Bluff, CA 96080
(530) 528-4084

This plan is submitted pursuant to Section 10531 of the Welfare and Institutions Code
required by The Welfare to Work Act of 1997, AB 1542.

EXECUTIVE SUMMARY

Briefly describe the CalWORKs program of Tehama County. Include:

- 1. A listing of the major program goals and objectives; and,*
- 2. A brief description of the major program elements which will contribute to those goals and objectives.*

The California Work Opportunity and Responsibility to Kids Program (CalWORKs) was adopted in August of 1997. This new legislation provides counties with the flexibility in designing a program that meets the needs of its community. In response to this legislation, the Tehama County the Board of Supervisors established a county Welfare Reform Steering Committee to provide oversight and input to the county's welfare reform plan. Through this committee, workgroups were developed to address employment and training; economic and job development; supportive services; community services; and child care. These groups were instrumental in developing a program that fosters employment and provides comprehensive services in an effective and coordinated method to promote self sufficiency.

Tehama County's program goals and objective are:

1. Promoting and supporting families in the transition from welfare to work, and ultimately to self sufficiency by:

- Identifying the families strengths, employment history, and available resources.
- Providing individuals with a customized welfare to work plan that addresses training and educational needs.
- Identifying and addressing issues pertaining to child care, transportation, mental health, substance abuse, and domestic violence.
- Continue providing services to families that transition off of aid due to employment.
- Realigning the attitudes of staff, the community, and CalWORKs recipients regarding the focus of the new welfare program.

2. Maximizing collaboration and coordination with the public, private, and non-profit sectors in the provision of supportive services, training and education, and job retention by:

- Continuing to participate in:
 - a. the Community College curriculum development and redesign
 - b. Development of the Instructional and Job Training Services Plan

- c. Developing a list of programs that lead to employment
 - d. the California Job Creation Investment Fund Program
 - e. the Comprehensive Youth Services Act.
- Continue to develop and maintain existing partnerships with the community for continued planning and implementation of CalWORKs.
3. Meet the performance outcomes required by AB1542.
 4. Continue to evaluate this plan and amend as necessary.

In meeting these goals and objectives, several new program elements have been developed or redesigned. These new or redesigned elements include: diversion, orientation, job club, treatment of mental health and substance abuse, welfare to work plans, and job retention services. As applicants come in to apply for aid, the families will be assessed for up front diversion to eliminate the family's need to come on aid. Along with the assessment for diversion, families will also be assessed for other needs and referred to appropriate service agencies.

Those families that are not diverted from aid and are not exempt from welfare to work activities will be required to attend an employment orientation and job club. During these services, participants will receive job search skills and will be assessed for mental health and substance abuse problems.

Job club participants that do not obtain employment will be assessed for skills, strengths, and training and work barriers. After this assessment, individualized welfare to work plans will be developed to assist participants in addressing and meeting their barriers to obtaining employment. Participants identified as needing mental health and/or substance abuse treatment will be referred to those services and the treatment will become a part of their welfare to work plan. All participants who transition off of aid due to employment will be offered limited services to help them transition successfully from welfare to work.

The following pages describe additional activities and services proposed under this plan.

**A. COLLABORATION WITH PUBLIC AND PRIVATE AGENCIES TO
PROVIDE TRAINING AND SUPPORTIVE SERVICES**

Briefly describe how the county will work with other public and private agencies to provide necessary training and supportive services. This section should include, at a minimum, a list of the necessary training and supportive services and the public and/or private agencies which will provide those services. [References: Education Code Section 10200 and WIC Section 10531 (a)]

Does your county have a Refugee Employment Services Plan? []Yes [X]No

The Tehama County Department of Social Services (Department) has collaborated with public and private agencies in the provision of training and supportive services since 1988. This collaboration will be continued and expanded as additional agencies are identified for the provision of services for the CalWORKs program.

Currently efforts are under way in Tehama County to establish a "One-Stop Employment Center." This center, the Tehama Employment Network, will provide for co-location of many employment and training providers within the county. The agencies that have committed and are working toward this concept are: the Job Training Center (JTPA provider); Employment Development Department; Headstart; Child Care Referral and Education (the county's Alternative Payment provider); the Learning Centers of Tehama County; Vocational Rehabilitation; and the Department of Social Services.

TRAINING PROVIDERS

1. Learning Centers of Tehama County (locations in Red Bluff and Corning) - provides Adult Basic Education (ABE), English-as-a-Second Language (ESL), GED preparation, office skills, computer skills, and medical terminology.
2. Los Molinos Learning Center - provides GED preparation and testing, ABE, ESL, and computer skills.
3. Even Start Program - provides ESL and GED.
4. Red Bluff Alternative Education - GED and high school diploma.
5. Shasta-Trinity ROP - classes for multi-skilled medical worker, pharmacy technician, dental assistant, CNA.

6. Shasta Options (University of California at Hayward) - Drug and alcohol counseling.
7. Butte Community College - Police academy, vocational and educational training programs.
8. Shasta Community College - Vocational and educational training.
9. California State University at Chico - Vocational education.
10. Tehama County Department of Education - Certifications for teachers aides and preschool teachers.
11. Enterprise High School - GED testing.
12. Foster Elite - Truck driving school.
13. North State Business College - Clerical skills training.
14. Robert Tryon - Bus driving training.

SUPPORTIVE SERVICES PROVIDER

1. Salvation Army - food, clothing.
2. Tehama County Mental Health - mental health counseling.
3. Tehama County Drug and Alcohol Services - Counseling for clients with drug and alcohol addiction problems.
4. Tehama County Health Center - medical evaluations.
5. Rape Crisis Intervention - counseling.
6. Alternatives to Violence - counseling, temporary shelter, and other services for victims of domestic violence.
7. Family Service Agency - counseling.
8. Head Start Program - child care, parenting instruction.
9. Family Service Center through Headstart - training, work experience.
10. Child Care Referral and Education - child care referrals and alternative payments, parenting instruction.
11. Tehama County Public Health - TB tests, immunizations.
12. Right Roads - In patient drug and alcohol counseling.
13. Healthy Start Program - counseling.

14. Licensed child care providers - child care.
15. License exempt child care providers - child care.
16. Act II - used clothing for participants.
17. Wal-Mart - new clothing for participants.
18. Payless Shoes - Shoes for participants.
19. Uniforms For U - uniforms for participants.
20. Job Training Center (JTPA) - co-enroll participants and share training costs.
21. California Employment Development Department - job referrals.
22. SHHIP - housing assistance.
23. Legal Services of Northern California - assistance with legal problems.
24. El Informador - assistance with immigration and legal problems.
25. TRAX - public transportation.
26. VanTrans - public transportation.
27. Red Bluff Taxi - transportation.
28. Shasta College - transportation; books and supplies; student loans and grants.

PROVIDERS MOST COMMONLY USED FOR ON-SITE TRAINING (PREP)

1. Tehama County Public Health
2. Tehama County Health Center
3. Tehama County Mental Health
4. Tehama County District Attorney - Family Support Division
5. Tehama County Probation - Juvenile Hall
6. Tehama County Schools
7. Salvation Army
8. Child Care Referral and Education
9. Tehama County Social Services
10. St. Elizabeth Hospital
11. Alternatives to Violence
12. Corning Chamber of Commerce
13. Red Bluff and Corning Police Departments

14. North Valley Services (provides services for developmentally disabled persons)
15. California Department of Water Resources
16. USDA Soil Conservation
17. Tehama County Animal Control
18. Tehama County Drug and Alcohol Services
19. Tehama County Courthouse and Grounds
20. Cal-Trans
21. Adult Reading Program
22. Tehama County Library
23. County Cemetery districts
24. City of Corning
25. Head Start Program
26. Healthy Start Program
27. Even Start Program
28. Gerber Waste Water Treatment Facility
29. Learning Centers of Tehama County
30. Northstate Youth Plus
31. Senior Nutrition sites
32. Tehama Recovery Center
33. Tehama County Assessor's Office
34. Tehama County Road Department
35. Ide Adobe State Park

Additional Collaboration

In addition to providing for the training and support needs of CalWORKs recipients, the Department is also collaborating with other public and private agencies in the following areas:

- Community College curriculum development and redesign.
- Tracking of student progress and employment through the community college.
- Instructional and job training services plan.
- Developing a list of programs that lead to employment in local labor markets.

- California Job Creation Investment Fund.
- Comprehensive Youth Services Act.

The Department recognizes that the remoteness of many areas within the county and the county's high unemployment rate are barriers to obtaining and maintaining employment. Therefore, the Department, on a limited basis, will provide recipients with a one time assistance with relocation costs. This assistance will only be available to those recipients who have a bona fide job offer and relocation is an issue to their employability. The service will be provided, based on availability of funding, to assist recipients to relocate within the county or to another county, so that employment is accessible.

(b) PARTNERSHIPS WITH THE PRIVATE SECTOR TO IDENTIFY JOBS

Describe the county's partnerships with the private sector, including employers, employer associations, the faith community, and central labor councils, and how those partnerships will identify jobs for CalWORKs program recipients. [Reference: WIC Section 10531(b)]

The Department frequently contacts employers in the private sector to obtain employment opportunity information so that participants can be referred to those employers for potential employment. As welfare reform is implemented, the Department anticipates that the number and frequency of contacts with employers will increase to reflect the larger number of participants receiving employment services through the CalWORKs program. In addition to direct contact with employers, the Department also frequently works with, and refers participants to, temporary personnel service agencies.

Other means used by the Department to access employer information are the EDD Job Share computer system and America's Job Bank on the Internet. The Department also accesses through the Internet Shasta County's Private Industry Council job listings for Shasta, Butte, and Tehama counties. These programs provide information on available employment opportunities that participants can either access directly or be referred to employers by EDD staff.

Employers, the faith community, employer associations, and economic development representatives have been involved in different committees and workgroups to not only help formulate this plan, but also to address other aspects of welfare reform mandated by AB1542. One of those areas falls under the Job Creation Investment Fund Program. This group, whose membership includes employers, employer associations, economic and community development representatives, and department staff, will be working together in identifying and creating employment opportunities for CalWorks recipients through the Job Creation Investment Fund.

In addition, the Employment Services and the Eligibility Program Managers from Tehama County Department of Social Services made a joint presentation on the subject of welfare reform to the Tehama County Employer's Advisory Council. This presentation served two

purposes, one was to inform the employers of welfare reform, and the other was to strengthen the collaboration between the Department and that employer group. The Department will be looking into the possibility of joining the membership of this group. Another activity occurring within the county is an in-depth labor market needs assessment of a seven county area, including Tehama County, which is being conducted by the Job Training Center of Tehama County. The assessment will contain information obtained from numerous private employers and will be made available to the Department for its planning purposes.

C.

LOCAL LABOR MARKET NEEDS

Briefly describe other means the county will use to identify local labor market needs. [Reference: WIC Section 10531(c)]

The Labor Market Information Division of the Employment Development Department (EDD) and the local Private Industry Council have been providing information on the local labor market needs. Projections and Planning Information Studies from EDD have identified the most common occupational growth for Tehama County through the year 2000 to include:

- salesperson
- cashier
- auto mechanics
- freight/material movers
- 1st line supervisors/managers
- stock clerks
- waiters/waitresses
- food preparation workers
- instructional aides
- general office clerks
- bookkeeping/accounting clerks
- registered nurses
- elementary teachers

Other resources that can be utilized in identifying local labor market information include: the California Occupational Guide; Eureka Career Information System; and the State Department of Finance. The county Department of Social Services has recently been provided linkage to the Internet. This new tool will not only be valuable in obtaining local labor market information, but will also provide information on local labor markets of surrounding counties, statewide, and nationwide. This Internet linkage will also provide recipients of aid with information on available employment opportunities locally, statewide, and nationally.

D.

WELFARE-TO-WORK ACTIVITIES

Please indicate which of the following activities will be provided and identify any allowable activities that will not be provided. [Reference: WIC Section 10531 (d) and WIC Section 11322.6]

A full range of services will be provided to ensure that each participant has access to the needed activities and services to assist him or her in seeking unsubsidized employment. The County certifies that no Welfare-to-Work plan shall require job search and work experience of participants to the exclusion of a range of activities to be offered to recipients. The activities to be offered to participants are indicated in the boxes checked below.

- | | |
|---|--|
| <input checked="" type="checkbox"/> Unsubsidized employment | <input checked="" type="checkbox"/> Work Study |
| <input checked="" type="checkbox"/> Subsidized private sector employment | <input checked="" type="checkbox"/> Self-employment |
| <input checked="" type="checkbox"/> Subsidized public sector employment | <input checked="" type="checkbox"/> Community Service |
| <input checked="" type="checkbox"/> Job search and job readiness assistance | <input checked="" type="checkbox"/> Work experience |
| <input checked="" type="checkbox"/> Job skills training directly related to employment | <input checked="" type="checkbox"/> On-the-job training |
| <input type="checkbox"/> Grant-based on-the-job training | <input type="checkbox"/> Supported work |
| <input checked="" type="checkbox"/> Vocational education and training | <input type="checkbox"/> Transitional employment |
| <input checked="" type="checkbox"/> Education directly related to employment | <input checked="" type="checkbox"/> Substance abuse treatment services |
| <input checked="" type="checkbox"/> Adult basic education (including basic education, GED, and ESL) | <input checked="" type="checkbox"/> Mental health treatment services |
| <input checked="" type="checkbox"/> Domestic violence counseling services | |

The Department at this time does not have funding available to provide subsidized private and public sector employment. Therefore, the Department will work closely with other employment agencies that offer such services so that CalWORKs recipients can access these services. In the future, should funding become available, the Department will consider providing these services.

The Department will not offer any grant based on the job training, supported work, and transitional employment activities at this time. Experience in the GAIN Program has demonstrated these activities to not be administratively feasible.

E. SUBSTANCE ABUSE AND MENTAL HEALTH TREATMENT SERVICES

1. Substance Abuse Plan:

Briefly describe how the welfare department and the county alcohol and drug program will collaborate and utilize new funds available to ensure the effective delivery of substance abuse services. [Reference: WIC Section 1325.8]

The County Department of Social Services (Department), through collaboration with the County Drug and Alcohol Services (D&A), will provide substance abuse counseling and intervention to Tehama County CalWORKs recipients. This collaboration establishes an effective system that will provide alcohol and drug services to recipients whose substance abuse creates barriers to employment.

A substance abuse counselor, on a part time basis, will be located at the Department to provide education, assessment, intervention counseling, and referrals for CalWORKs recipients. The Department, through its supportive services funding, intends to fund D&A for child care and transportation services provided to CalWORKs recipients participating in substance abuse services. Substance abuse counselors and employment services case managers will coordinate the delivery of services which include, but will not be limited to: evaluation, case management, substance abuse treatment, employment counseling, and community service jobs.

2. Mental Health Services Plan:

Briefly describe how the welfare department and the county department of mental health will collaborate and utilize new funds available to provide effective mental health services. [Reference: WIC Section 11325.7]

The Department, through collaboration with the County Mental Health Services, will provide mental health counseling and intervention to Tehama County CalWORKs recipients. The goal of these services is to provide recipients with the necessary treatment of mental or emotional disabilities that may limit or impair the recipients ability to transition from welfare to work or retain employment. Services funded under this plan will, whenever possible, maximize federal financial participation. Services provided under this plan include, but are not limited to: assessment, case management, treatment and rehabilitation services,

identification of substance abuse problems, and a process for identifying individuals with severe mental disabilities.

Coordination and communication between mental health clinicians and employment services case managers will assure that appropriate work activities, if any, are assigned to CalWORKs recipients.

Funding provided under AB1542 to Tehama County for substance abuse and mental health treatment services is inadequate to address the anticipated increase of CalWORKs recipients accessing these services. The funding allocated does not allow for a full time staff person to be hired in either substance abuse or mental health services, thereby limiting the ability to increase existing service capacity to fully meet the needs.

F. MENTAL HEALTH SERVICES AVAILABLE AFTER TIME LIMITS

Briefly describe the extent to which and the manner in which the county will make mental health services available to recipients who have exceeded the 18 or 24 month time limit. [References: WIC Section 10531 (f) and WIC Section 11454]

The Department recognizes that CalWORKs recipients may need mental health treatment services beyond their 18 or 24 month time limit. In cases where recipients have exhausted their time limits, employment service case managers will inform mental health clinicians of those recipients who have reached their time limits. Should the recipients eligibility for MediCal change due to the expiration of their time limits, Department staff will also inform Mental Health staff of these changes.

Those individuals who remain eligible for MediCal also remain eligible to receive all medically necessary Mental Health services. If MediCal eligibility is terminated, individuals remain eligible to receive medically necessary Mental Health services. The reimbursement for services is based on ability to pay, with a sliding fee scale applied.

G.

CHILD CARE AND TRANSPORTATION SERVICES

Briefly describe how child care services will be provided to CalWORKs participants. This should include a description of how the county will provide child care for families transitioning from county funded providers to non-county funded providers of child care services. It should also indicate what criteria the county will use to determine, on a case by case basis, when parents who have primary responsibility for providing care to a child six months of age or younger, may be exempt from welfare to work participation. The exemption period must be at least twelve weeks and, at county discretion, can be increased to one year for the first child. The exemption period for subsequent children is twelve weeks, but may be increased to six months. Briefly describe the criteria the county will use to determine the period of time a parent or other relative will be exempt considering the availability of infant care, local labor market conditions, and any other factors used by the county. Additionally, briefly describe how the county will ensure parents needing child care services can access the Resource and Referral Agency.

The Department of Social Services and Child Care Referral and Education (CCRE - the county's Resource and Referral Agency) met and agreed to work cooperatively to provide seamless child care services to CalWORKs participants. The Department will be the provider of Stage I child care, with CCRE being the provider of Stage II and Stage III child care services.

As families become stable in their welfare to work activities and child care, department staff will work with CCRE to transition them to Stage II child care services. Continuous communication between the Department and CCRE will ensure that this transition is a smooth and seamless one. In addition to helping parents with the transition from Stage I to Stage II, the Department will be providing parents with applications and literature for Stage III child care services. This information will allow parents to access child care services through CCRE. The coordination and communication that has been developed between the Department and CCRE will continue to grow as the Department and CCRE work towards co-locating at the "one stop employment center" currently being developed within the county.

Parents who have primary responsibility for providing care to a child six months of age or younger, will be exempt from Welfare to Work participation. The exemption period for subsequent children will be twelve weeks. On a case by case basis, the Department may exempt participants for up to twelve months for the first child, and up to six months for subsequent children. Participants will be informed that this exemption period will count

toward their time limits. Any parent wishing to volunteer for the welfare to work activities earlier, will be allowed to do so.

The following factors will be taken into consideration in determining an exemption to welfare to work participation beyond the first six months of the first child and twelve weeks for subsequent children:

- Insufficient infant care
- Local labor market conditions
- Child requires special care that is unavailable or cost prohibitive
- Parent has good cause for not accepting available child care

TRANSPORTATION:

Briefly describe how transportation services will be provided. [Reference: WIC Section 10531 (g)]

A case manager from the Department, in conjunction with the participant, will review the need for transportation services and determine the most appropriate means of available transportation. The transportation services that are available include: tickets for the public bus system (TRAX) whose routes are only Hwy. 99W and Hwy. 99E; tickets for the shuttle van (VanTrans Shuttle) that provides transportation within the city of Red Bluff; Shasta College provides a bus that transports students to the college campus; payment for taxi fares; or reimbursement for use of the participants private vehicle if no alternative and less expensive mode of transportation is available.

Recognizing the need for increased public transportation within the county, the Department has been closely working with the local transit agency to expand available services. The Department has a representative on the Social Services Advisory Committee of the Tehama County Transportation Commission. The role of this advisory committee is to examine the needs for increased transportation and attempt to find solutions for those needs. The Department will continue to participate on this advisory board beyond the inception of welfare reform.

H.

COMMUNITY SERVICES PLAN

Briefly describe the county's plan for providing community services activities. This should include a description of the process the county will follow to determine where community services assignments will be located, and the agencies/entities that will be responsible for project development, fiscal administration, and case management services. If it is not known at this time, the county may provide specific details of the Community Service Plan as an addendum. [References: WIC Section 11322.6 and WIC 11322.9]

The Community Services workgroup of the County Welfare Reform Committee conducted a survey of all public and nonprofit organizations in Tehama County to identify community service sites. The results of this survey demonstrated thirty five agencies interested in becoming a site. In order to further develop the Community Services Plan, the Department may be releasing a Request for Proposal (RFP) to seek a service provider to be responsible for project development, assist in case management, and continue developing additional sites.

The Department has determined that the following participants will be referred to community services:

- Individuals who have completed the 18/24 month period and have not obtained unsubsidized employment.
- Individuals who have not completed the 18/24 month period, but the case manager determines it an appropriate welfare to work activity.
- Individuals who have a round trip commute that exceed two hours or, when walking, two miles to participate in work activities and/or employment.

Other specific details will be supplied by addendum once an agency has been identified and clarification of the Fair Labor Standards Act has been obtained.

I. WORKING WITH VICTIMS OF DOMESTIC VIOLENCE

Briefly describe how the county will provide training for those county workers who will be responsible for working with CalWORKs recipients who are victims of domestic violence. [Reference: WIC Section 10531 (i)].

Until regulations are adopted by California Department of Social Services in consultation with the Taskforce on Domestic Violence established by the Welfare-to-Work Act of 1997, the county may utilize other standards, procedures, and protocols for determining good cause to waive program requirements for victims of domestic violence, for example, those now used in the GAIN Program. [Reference: WIC Section 11495.15] Please describe the criteria that will be used by your county for this purpose and what approach the county would take to deal with recipients who are identified in this way.

Alternatives to Violence, the county's domestic violence shelter, has provided training to the Department in the past. In recent communications with shelter staff, they have agreed to provide training, on a regular basis, but not less than once a year, for all department employees.

Until the California Department of Social Services adopts new regulations, the Department will continue to use the standards and procedures established under GAIN for the deferral of victims of domestic violence. Although these standards will provide for exemptions, staff and participants will be encouraged to partake in a welfare to work plan which would include domestic violence counseling as an activity. Referrals to child protective services will be made on those cases that identify the children as victims of domestic violence.

J. PERFORMANCE OUTCOMES TO MEET LOCALLY ESTABLISHED OBJECTIVES

Please indicate whether there were any local program outcome objectives identified during the CalWORKs plan development process and how the county proposes to track those outcomes. If the county develops alternative outcomes for the CalWORKs program during future collaborative efforts, please submit information on those measures as an addendum to the CalWORKs plan. [Reference: WIC Section 10542]

As established in AB1542, the county's performance outcomes will include:

1. Success of welfare-to-work, including the rate of movement to employment, earnings for CalWORKs recipients and those who have left the CalWORKs program, and job retention rates. This shall include the extent to which recipients have obtained unsubsidized employment in each of their years on aid.
2. Rates of child support payment and collection.
3. Child well-being, including entries into foster care, at-risk births, school achievement, child poverty, and child abuse reports.
4. Changes in the demand for general assistance.
5. Supply, demand, and utilization of support services by CalWORKs recipients, including child care, transportation, mental health services, and substance abuse treatment.
6. The number of identified families affected by domestic violence.

The methods of gathering and analyzing the pertinent data necessary to monitor these measures will be dependent upon the creation of the statewide measures and discussion at the local level.

Should future collaborative efforts result in the development of any additional performance outcomes, an addendum to this CalWORKs plan will be submitted to reflect those performance outcomes and measures.

K.

PUBLIC INPUT TO THE COUNTY PLAN

Briefly describe the means the county used to obtain broad public input in the development of the CalWORKs plan. [Reference: WIC Section 10531 (k)]

The Tehama County Board of Supervisors established a Welfare Reform Steering Committee to provide oversight of the Welfare Reform Workgroups. The membership of this committee and its workgroups is comprised of broad representation of over 50 members. These members represent service agencies, board of supervisors, advocacy groups, businesses, child care, city councils, civic organizations, clergy, economic development, health agencies, employment and training agencies, non profits, employer groups, schools, district attorney family support division, local junior college, and recipients of aid.

In addition to the input from this committee and workgroups, one of the workgroups mailed out more than 2,500 surveys to everyone receiving any type of assistance through the County Social Services Department. These surveys not only requested specific information, but also gave the recipients an opportunity to provide any additional information. Furthermore, three town hall meetings were held in the towns of Corning, Los Molinos, and Red Bluff. In developing this plan, the input and concerns received from the public at these meetings were taken into consideration.

L.

SOURCE AND EXPENDITURES OF FUNDS

Provide a budget specifying your county's estimated expenditures and source of funds for the CalWORKs program on the forms provided (Attachment 2). Your budget should meet the requirement of WIC Section 15204.4 which specifies that each county shall expend an amount for these programs (administration and services) that, when combined with funds expended for administration of food stamps, equals or exceeds the amount spent by that county for corresponding activities during the 1996/97 fiscal year. [Reference: WIC Section 10531(l)]

See attachments

M.

ASSISTING FAMILIES TRANSITIONING OFF AID

Please describe how the county will work with families transitioning off aid. The description should include (1) assistance for those individuals who transition off aid due to time limits, and (2) those who leave aid due to employment. [Reference: WIC Section 10531 (m)]

In order for the Department to ensure that funds are available for families who have not reached their time limits, the Department will not provide additional services to those families who transition off aid due to time limits. Those families will be able to access the information and referral services that are available to anyone who contacts the Department.

Past experience has demonstrated that participants who obtain employment tend to encounter problems in maintaining that employment in the first few months due to lack of funds to pay for gasoline, work clothes, and other necessities. Therefore, for those families who transition off aid due to employment, the Department will offer limited transportation, ancillary, and case management services. These services will enable the family to make a successful transition from welfare to work.

For the first 30 days after aid is discontinued, the Department will pay for ancillary services (i.e. uniforms, work shoes, preliminary union dues, etc.). These expenses will require the approval of the CalWORKs supervisor and Program Manager.

During the first 90 days after aid is discontinued, the Department will pay for transportation expenses (limited to reimbursement for gasoline or purchase of public transportation tickets) and provide case management services. The transportation expense will only be offered if the case manager determines that such reimbursement is needed to allow the family to remain off aid. Case management services will be provided to all families who accept the service.

N.

JOB CREATION

Please describe the efforts that have been undertaken, or that the county plans to pursue, relating to the job creation plan described in Chapter 1.12 (commencing with Section 15365.50) of Part 6.7 of Division 3 of Title 2 of the Government Code.

Tehama County will be applying for the Job Creation Investment Fund Grant Program that is available through the State of California Trade and Commerce Agency. The Economic Development subgroup of the County's Welfare Reform Committee has had preliminary discussions regarding the application and use of these funds. The group will be looking for ways to use these funds in conjunction with other efforts currently underway to encourage employers to locate in Tehama County.

O.

OTHER ELEMENTS

Please include a description of any pilot projects that the county may wish to pursue and submit a separate proposal for, as part of its CalWORKs Program. Should the county later determine an interest in a pilot proposal, this information could be submitted as an addendum to the County Plan.

At this time, Tehama County will not be pursuing any pilot projects. Should a pilot project be identified at a later time, an addendum to this plan will be submitted.

P. COMPLIANCE WITH REQUIREMENTS OF CalWORKs

Under CalWORKs counties are required to enroll single parents in welfare-to-work activities for a minimum of 20 hours per week beginning January 1, 1998, 26 hours per week beginning July 1, 1998, and 32 hours per week beginning July 1, 1999. [Reference: WIC Section 11322.8 (a)]

Prior to July 1, 1999, counties have the option to require adults in single-parent assistance units to participate up to 32 hours per week. Does your county intend to exercise that option?

Tehama County will follow the mandated requirements in relation to enrolling single parent families in welfare to work. Single parent families will be required to participate for a minimum of 20 hours per week beginning January 1, 1998; 26 hours per week beginning July 1, 1998; and 32 hours per week beginning July 1, 1999.

Q.

INTERACTION WITH AMERICAN INDIAN TRIBES

Please describe the discussions that have occurred with respect to administration for the federally recognized American Indian Tribes located within your county. This should include whether the county will administer the program, whether the tribes will administer their own approved tribal TANF program, or whether there will be joint county/tribal administration. [Reference: WIC Section 10553.2]

The Department had made numerous efforts, via telephone and mail, to contact the Paskenta Band of Nomlaki Indians and has not been able to receive any response from the tribe.

The Greenville Rancheria is located in both Tehama and Plumas County and provides services to its tribe in both counties. The Department is seeking clarification as to which county has jurisdiction in working with this tribe for the administration of this program. In waiting for the clarification, the Department has started the discussion with the Rancheria.

CERTIFICATION

This plan has been developed in accordance with the appropriate Federal, State and County laws and regulations. The terms of this plan, including all certifications within this plan, and all applicable laws and regulations will be followed during the implementation and execution of this plan.



Del R. Skillman, Director
Tehama County Social Services



Charles Willard, Chairperson
Tehama County Board of Supervisors

ATTACHMENTS

County Plan Budget 1997/98 State Fiscal Year

Section 1

	Total	FCS	State General Fund	County Funds *	Other **
Food Stamp Administration (For County MOE Purposes)	\$ 645,769	\$ 322,885	\$ 226,019	\$ 96,865	\$ 0

* When combined with food stamp administration, the total level of estimated county funds for CalWORKs administration and services should meet the requirement of Section 15204.4 of the W&I Code which specifies that counties expend an amount for these programs that, when combined with the amount expended for the administration of the food stamp program, equals or exceeds the amount expended for corresponding activities in 1996/97.

** If other sources of funding are being made available for an activity, please identify on a separate page.

County Plan Budget 1997/98 State Fiscal Year

Section 2

Note: The following categories are for information purposes only and are not an indicator of specific claiming categories

	Total	TANF/State General Fund	CCDBG	Title XIX	County Funds *	Other **
TOTAL CalWORKs Admin & Services Items (A) thru (D)	* 2,847,636	2,760,177	87,459		** 211,086	
(A) TOTAL CalWORKs Single Allocation Items (1) thru (7)	* 2,462,682	2,375,223	87,459		** 211,086	
(1) Benefit Administration	1,025,541	1,025,541				
(2) Program Integrity (Fraud)	154,201	154,201				
(3) Staff Development/Retraining	37,800	37,800				
(4) Welfare-to-Work Activities	979,500	979,500				
(5) Cal Learn	90,722	90,722				
(6) Child Care - 1st half of 1997/98	174,918	St. 87,459	Fed. 87,459			
(7) Other Activities ***	0	0				
(B) Child Care - 2nd half of 1997/98	336,086	336,086				
(C) Mental Health Treatment	22,213	22,213				
(D) Substance Abuse Treatment	26,655	26,655				

* When combined with food stamp administration, the total level of estimated county funds for CalWORKs administration and services should meet the requirement of Section 15204.4 of the W&I Code which specifies that counties expend an amount for these programs that, when combined with the amount expended for the administration of the food stamp program, equals or exceeds the amount expended for corresponding activities in 1996/97.

** If other sources of funding are being made available for an activity, please identify on a separate page.

*** Please identify "other activities" on a separate page.

* Total Line does not include County Maintenance of Effort

** County Maintenance of Effort will be allocated to items A1 through A7 as Admin. claims are produced and as instructions are available for fiscal procedures. No fiscal claiming instructions received as of 12-8-97.